

Tucson Water's YouTube One Channel & Website Deliver

Tucson Water wants to help you use water efficiently at home or your business. A wide array of resources – in English and Spanish – is available, including:

- Tucson Water's YouTube One channel with nine playlists on all things water
- Free water efficiency audits for home and business
- Pete the Beak activity books and water games for kids
- Rebate and incentive classes, guidelines and applications
- Homeowner Water Use booklets, Landscape Design manuals, and Sweetwater Wetlands field guides

If you have a specific request or want to save time, contact Tucson Water Public Information and Conservation Office (PICO) at pico@tucsonaz.gov or (520) 791-4331. A PICO team member (excluding Pete the Beak; his duck fingers are too large for the keyboard) will e-mail you links to the info that you want. In addition, many of our booklets and guides can be mailed.



**You
Tube**

youtube.com/user/tucsonwater

Your water CONNECTION

On July 1, 2013, water rate adjustments

for all customer groups: commercial, single-family, industrial, multi-family, mobile home parks, and construction related, will go into effect. It will still continue to cost less than a penny per gallon for clean, safe, and high quality tap water. It is also important to note that some fees will be reduced.



Alan Forrest, Director
Tucson Water

The average residential customer will see their water bill increase \$2.91 per month, based on consuming 7,480 gallons of drinking water a month (or 10 Ccf) – the typical monthly usage for 73% of Tucson Water customers.

As an 'enterprise fund' of the City of Tucson, Tucson Water is required to generate revenues to cover the cost of its operations. Listening to customers is essential to helping staff shape rates and fees, financial plans, and future capital improvements that are fair, equitable and strategic. The Citizens' Water Advisory Committee (CWAC) is one way customers provide input into the process.

Please turn the page to meet CWAC member Bruce Billings. CWAC plays a major role in advising Mayor and Council on water rates, ensuring equal representation of all customers. I hope you'll learn more as you read this month's *Your Water Connection*, and get a glimpse of Bruce's personal and professional passion for all-things water.

Alan Forrest
Director, Tucson Water



PIMA COUNTY

Odor Control Program

Over the past several years, the Pima County Regional Wastewater Reclamation Department (PCRWRD) has implemented a system-wide odor control plan.

This plan includes the use of odor control infrastructure and equipment as well as monitoring equipment to continuously measure gases that cause odors. Information from monitoring equipment helps us to respond when odors become problematic at our treatment facilities and in the sanitary sewer system. We have a team of odor control experts who work to reduce odors system wide.



Odor control units reduce odors at various locations throughout PCRWRD's conveyance system.

The Regional Wastewater Reclamation Department is committed to mitigating odors emitted from our wastewater treatment facilities and the sanitary sewer system. If you are affected by sewer plant or sewer system odors, please let us know by calling us at (520) 724-3400 or by filling out an Online Odor Report Form, <http://dot.pima.gov/www/apps/odorreporting/>.

Since 2007, more than \$10 million have been spent on PCRWRD's system-wide odor control program. In addition, state-of-the-art odor control technology is a prominent part of the Regional Optimization Master Plan (ROMP). Through the ROMP, PCRWRD is constructing new wastewater treatment infrastructure to meet new state and national environmental standards.

CITY OF TUCSON

More Ways to

Keep Household Hazardous Waste Out of the Environment

Every year, thousands of Tucson and Pima County residents take advantage of the Household Hazardous Waste (HHW) Program to get rid of toxic and dangerous products that are potentially harmful to people, pets, and our groundwater if disposed of improperly. The HHW Program disposes of these products in a safe, environmentally friendly way. Until recently, you could access the program by taking materials to the main facility, one of the satellite facilities, or drop off at the monthly collection sites. Beginning in July 2013, residents will have greater access to the HHW Program with the expansion of the monthly collections to more areas of the City, and a new, fee-based home pick-up program.



A HHW volunteer collects cans of latex paint which can be recycled, remixed and available for sale to the public.

2nd Saturday HHW Collection Sites Expand.

On the 2nd Saturday of each month, the HHW collection site will move to a different location across the City providing residents' easier access to the program. You can find the schedule for 2nd Saturday collections at www.tucsonaz.gov/hhw. First Saturday collections continue at the Eastside Service Center, 7575 E. Speedway Blvd.

New Home Pick-up Program. If you find it difficult to get materials to a HHW collection site, Environmental Services will come to your home on a scheduled day and pick up HHW materials for a \$25 fee. For more information, please call (520) 791-3171.

The expansion of the HHW Program helps to keep harmful materials out of our environment. The HHW Program reuses and recycles 98% of the materials collected! For more information on the HHW Program, go to www.tucsonaz.gov/hhw or download the MY Waste app at <http://www.my-waste.mobi/AZ-Tucson/>.

Your utilities services statement includes fees for your water, wastewater, and environmental services.

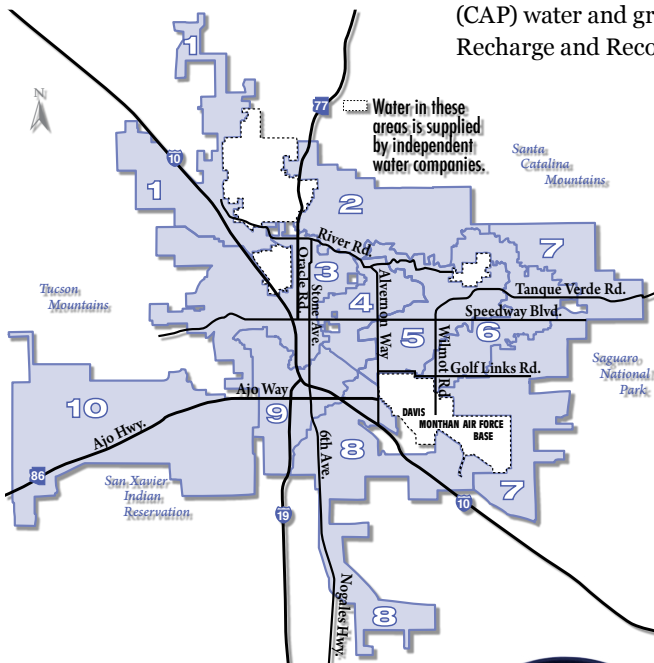
The Pima County Regional Wastewater Reclamation Department (PCRWRD) – For more information about the regional wastewater system, call (520) 740-6500 or visit pima.gov/www.

Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water Quality report

May 2013

More than 20,000 individual water quality tests are performed annually on the drinking water derived from two sources: 1) groundwater and 2) the blend of recharged Central Arizona Project (CAP) water and groundwater from the Clearwater Recharge and Recovery Facility (CRRF).



Groundwater Source Report – About 95% of the water we deliver comes from renewable water supplies. These test results reflect the main distribution system, divided into 10 zones:

test results

*mg/L means milligrams per liter
1 mg/L = 1 teaspoon in 1,302 gallons
SP = Sample Points

Zones	Sodium (mg/L*) 83 SP	Mineral Content (mg/L*) 246 SP	Hardness (mg/L*) 83 SP	pH Level (S.U.) 246 SP	Temperature (deg°F) 246 SP
1	62	486	225	7.8	82
2	63	490	231	8.0	83
3	60	443	200	8.0	83
4	58	445	212	7.9	84
5	56	415	200	7.8	82
6	60	479	235	7.9	82
7	48	404	192	7.9	83
8	45	405	204	7.6	82
9	58	458	195	7.9	83
10	56	419	174	7.9	82
Avg	57	443	207	7.9	83

The U.S. Environmental Protection Agency (USEPA) has primary standards for levels of coliform bacteria and the disinfectant chlorine.

coliform

EPA standards for positive samples

Positive results
246 samples



chlorine

EPA Standard
Max. 4.0 mg/L

Tucson Water
target
average
0.8 to 1.2
mg/L

Actual Average
246 samples 0.8 mg/L

Clearwater Report – More than 50% of our total water supply is a blend of recharged CAP water and native groundwater from the CRRF. Using this recovered blended water means that we reduce groundwater pumping.

Sodium	64 mg/L	(May 22, 2013)
Mineral Content	484.5 mg/L	(May 22 – June 17, 2013 avg.)
Hardness	244 mg/L	(May 20, 2013)
pH	8.13 S.U.	(May 22 – June 17, 2013 avg.)
Coliform Bacteria	Negative	(May 31, 2013)
Chlorine Level	1.05 mg/L	(May 22 – June 17, 2013 avg.)
Temperature	82.87 °F	(May 22 – June 17, 2013 avg.)

To obtain water quality information, go to tucsonaz.gov/water and click on the Water Quality tab for maps, FAQs, definitions, reports, and more. Call (520) 791-4331 to schedule speakers, ask for an Annual Water Quality Report, or to request brochures.

Bruce Billings

Member, Citizens' Water Advisory Committee (CWAC)



How do you explain CWAC's role to the person on the street?

CWAC is a sounding board for Tucson Water and we provide citizen input. We

review proposed water department budgets and advise on fees.

What's your role with CWAC? I've been on the CWAC more than five years. I represent Ward 3, I'm chair of the finance sub-committee and I'm on the technical and planning sub-committee.

Why are there water rate increases? There are several reasons rates increase: Tucson Water is taking their full allocation of CAP Colorado River water and the costs of delivering that water increased this past year. Tucson Water is still building new facilities and also putting in new pipes and mains when there are new street and transportation projects. And, finally it's a big water system and some pipes in the ground are old, so Tucson Water must do ongoing maintenance and be ready to respond to any breaks.

A lot of people are surprised to learn that ...

Tucson now gets most of our water from the Colorado River and because of that, our water table is rising, especially in central Tucson. Many people are surprised to find out that we are banking water for future use.

What's your background and what's your interest in water?

I taught economics for 35 years at the Eller College of Management. Part way through my teaching career, I got interested in the economics of water and urban water supplies. I've done a number of research projects looking at water supply, demand, climate and weather, costs and how much water people choose to use.

Tell us some ways you and your family are 'water smart'.

A couple of years ago, my wife went to rainwater harvesting classes and now we have basins that collect and direct rainwater to our plants. We also have two, 1000 gallon above-ground cisterns that hold rainwater from gutters which we use on our backyard plants instead of drinking water. An outdoor shower waters nearby plants, and I installed a simple graywater line from our clothes washer to our front yard landscaping. Our friends joke that it's hard for a drop of water to leave our property!



SCAN



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water

WATCH



youtube.com/
user/tucsonwater

ESPAÑOL



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